

Form PTO-1449		U.S. Department of Commerce Patent and Trademark Office						Atty. Docket No. P19004	Serial No. 09/578,904		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)								Applicant Robert R. BUSHEY et al.			
								Filing Date May 26, 2000		Group 2173	2179
U.S. PATENT DOCUMENTS											
EXAMINER INITIAL		DOCUMENT NUMBER			DATE	NAME			CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
XB	XB	5	4	9	5	5	6	7	02/27/96	IIZAWA et al.	
XB	XB	5	5	8	6	0	6	0	12/17/96	KUNO et al.	
MAR 3 1 2004 TRADEMARK OFFICE	XB	5	6	1	5	3	2	3	03/25/97	ENGEL et al.	
XB	XB	5	8	0	6	0	6	0	09/08/98	BORGIDA et al.	RECEIVED
XB	XB	5	9	9	1	7	3	5	11/23/99	GERACE	APR 01 2004
XB	XB	5	6	8	4	8	7	0	11/04/97	MALONEY et al.	Technology Center 2100
XB	XB	5	8	2	5	8	6	9	10/20/98	BROOKS et al.	
XB	XB	5	9	0	3	6	4	1	05/04/99	TONISSON	
XB	XB	5	9	2	3	7	4	5	07/13/99	HURD	
XB	XB	5	9	5	3	4	0	6	09/14/99	LARUE et al.	
XB	XB	6	0	4	4	3	5	5	03/28/00	CROCKETT et al.	
XB	XB	6	1	3	4	5	3	0	10/17/00	BUNTING et al.	
XB	XB	6	1	6	3	6	0	7	12/19/00	BOGART et al.	
XB	XB	6	1	7	3	0	5	3	01/09/01	BOGART et al.	
XB	XB	5	8	2	1	9	3	6	10/13/98	SHAFFER et al.	
XB	XB	5	8	6	4	6	0	5	01/26/99	KESHAV	
XB	XB	6	3	5	3	6	6	1	03/05/02	BAILEY, III	
XB	XB	4	7	6	1	5	4	2	08/02/88	KUBO et al.	
XB	XB	6	5	6	4	1	9	7	05/13/03	SAHAMI et al.	
XB	XB	6	4	1	1	6	8	7	06/25/02	BOHACEK et al.	
XB	XB	6	3	4	9	2	9	0	02/19/02	HOROWITZ et al.	
XB	XB	6	3	3	0	3	2	6	12/11/01	WHITT	
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XB	XB	6	2	1	2	5	0	2	04/03/01	BALL et al.	
XB	XB	6	1	3	4	3	1	5	10/17/00	GALVIN	
XB	XB	5	5	8	6	1	7	1	12/17/96	MCALLISTER et al.	
XB	XB	5	5	5	3	1	1	9	09/03/96	MCALLISTER et al.	
EXAMINER <u>X. L. Bautista</u>						DATE CONSIDERED <u>12/29/05</u>					
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DIP	2003 /	0	0	2	6	4	0	9	02/06/03	BUSHEY et al.				
XB		6	0	6	1	4	3	3	05/09/00	POLCYN et al.				
MAR 3 2004		6	0	5	8	1	7	9	05/02/02	SHAFFER et al.				
XB		6	0	1	6	3	3	6	01/18/00	HANSON				RECEIVED
XB		5	9	2	3	7	4	5	07/13/99	HURD				APR 01 2004
XB		5	7	2	9	6	0	0	03/17/98	BALHA et al. BLATHA et al Technology Center 2100				
XB		5	3	1	1	4	2	2	05/10/94	LOFTIN et al.				
XB	2003 /	0	1	5	6	7	0	6	02/21/02	KOEHLER et al.				
XB		5	7	5	7	6	4	4	05/26/98	JORGENSEN et al.				
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XB		6	2	3	6	9	5	5	05/22/01	SUMMERS				
XB		6	2	8	2	4	0	4	08/28/01	LINTON				
XB		6	2	0	1	9	4	8	03/13/01	COOK et al.				
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XB		5	9	9	9	6	1	1	12/07/99	TATCHELL et al.				
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XB		6	0	8	8	4	2	9	07/11/00	GARCIA				
XB		6	1	0	4	7	9	0	08/15/00	NARAYANASWAMI				
XB		6	1	4	8	0	6	3	11/14/00	BERNNAN et al. BRENNAN et al.				
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<i>O I P E XB 4/3</i>		6	1	7	0	0	1	1	01/02/01	MACLEOD BECK et al.					
<i>XB MAR 3, 2004</i>		6	2	6	3	0	5	2	07/17/01	CRUZE					
<i>XB TRADEMARK OFFICE</i>		6	2	9	5	5	5	1	09/25/01	ROBERTS et al.				<b>RECEIVED</b>	
<i>XB</i>		6	3	3	2	1	5	4	12/18/01	BECK et al.				<i>APR 01 2004</i>	
<i>XB</i>	2001 /	0	0	4	1	5	6	2	11/15/01	ELSEY et al.				<i>Technology Center 2100</i>	
<i>XB</i>	2002 /	0	1	3	3	3	9	4	09/19/02	BUSHEY et al.					
<i>XB</i>		6	0	5	5	5	4	2	04/2000	NIELSEN et al.					
<i>XB</i>		6	1	6	6	7	3	2	12/2000	MITCHELL et al.					
<i>XB</i>		6	2	0	1	9	4	8	03/2001	COOK et al.					
<i>XB</i>		6	4	4	8	9	8	0	09/2002	KUMAR et al.					
<i>XB</i>		6	4	0	5	1	5	9	06/11/02	BUSHEY et al.					
<b>FOREIGN PATENT DOCUMENTS</b>															
		DOCUMENT NUMBER						DATE	COUNTRY		CLASS	SUBCLASS	TRANSLATION YES      NO		
<i>NOT PROVIDED</i>		0	0	/	7	3	9	6	8	12/07/00	W.I.P.O.				
		0	3	/	0	1	3	1	1	02/13/03	W.I.P.O.				
		0	1	2	8	3	9	6	.	05/26/00	UNITED KINGDOM				
		0	0	/	3	3	5	4	8	06/08/00	W.I.P.O.				
<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>															
<i>NOT PROVIDED</i>		1	Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, September 2000.												
		2	"Call Center Roundup," Teleconnect, December 1998.												
		3	"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, February 1997.												
		4	Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994.												
		5	Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", <a href="http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html">http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html</a> , 1998.												
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<p><i>RE</i>  <i>NOT PROVIDED</i>  <i>MAIL 3 11 2004</i>  <i>PATENT &amp; TRADEMARK OFFICE</i></p> <table border="1"> <tr> <td>6</td> <td colspan="4">InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.</td> </tr> <tr> <td>7</td> <td colspan="4">"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, copyright dated 1998-1999, &lt;<a href="http://www.call-center.net/ivr-series.htm">http://www.call-center.net/ivr-series.htm</a>&gt;.</td> </tr> <tr> <td>8</td> <td colspan="4">"Customer Management Technology", TeleTech, &lt;<a href="http://www.teletech.com/solutions/cmt.htm">http://www.teletech.com/solutions/cmt.htm</a>&gt;, printed on December 18, 2001.</td> </tr> <tr> <td>9</td> <td colspan="4">"Products &amp; Services - Interactive Voice Response (IVR)", Prairie Systems, copyright dated 2001, &lt;<a href="http://www.prairiesys.com/PSI/p_s_interactive_sol.htm">http://www.prairiesys.com/PSI/p_s_interactive_sol.htm</a>&gt;.</td> </tr> <tr> <td>1 0</td> <td colspan="4">"RVS Voice", iMessaging Systems, Inc., &lt;<a href="http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm">http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm</a>&gt;.</td> </tr> <tr> <td>1 1</td> <td colspan="4">"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group, &lt;<a href="http://www.innmug.org/information/kirvan.html">http://www.innmug.org/information/kirvan.html</a>&gt;, which was published in the December, 2000 issue of <u>InnTouch</u>.</td> </tr> <tr> <td>1 2</td> <td colspan="4">"PADIS - An automatic telephone switchboard and directory information system," by A. 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M. MAYBURY, <u>Intelligent Multi-Media Interfaces</u> , AAAI/MIT Press, Cambridge, MA, 1993, Chapter 5: S.K. FIENER et al., "Automating the Generation of Coordinated Multimedia Explanations". P. SZEKELY, "Retrospective and Challenges for Model-Based Reasoning," USC Information Sciences Institute, Marina del Rey, CA, 1996. C. STANFILL et al., "Toward Memory-Based Reasoning, <u>Communications of the ACM</u> , Vol. 29, NO. 12, ACM Press, December 1986. J. ORWANT, "Doppleganger Goes to School: Machine Learning for User Modeling," MIT MS Thesis September, 1993. J. ORWANT, "For want of a bit the user was lost: Cheap User Modeling," <u>IBM Systems Journal</u> , Vol. 35, Nos. 3 & 4, pages 398-416, 1996. U. SHARDANAND, "Social Information Filtering for Music Recommendation," MIT MS Thesis, 1994. P. MEYER, From Animals to Animats 2 Proceedings of the Second International Conference on Simulation of Adaptive Behavior, MIT Media Laboratory 1992, Behavior Based Artificial Intelligence.					
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